

STATEMENT OF NEED

3. **STATEMENT OF NEEDS:** It is the Commonwealth's intent to enter into an Agreement(s) with the Selected Offeror(s) for relocation services of household goods to include those goods and services necessary to help the Commonwealth and other Political Entities achieve their goals as outlined in this RFP. In order to achieve this goal the Selected Offeror(s) may be requested to provide those goods and services outlined in this section.
- A. The Selected Offeror will provide intrastate, interstate, and local transportation of household goods and in-transit storage for employees of the Commonwealth and other Political Subdivisions.
 - B. The Selected Offeror(s) will provide information to the employee of the Commonwealth about packing, moving, in-transit storage and unpacking of household goods, and discarding of all debris at destination.
 - C. The Selected Offeror(s) will provide an estimate to the employee prior to final move Arrangements.
 - D. The Selected Offeror(s) will provide or assist in arranging supplemental services relating to the movement of household goods such as auto transport, pet transport, playground equipment, storage, etc. Costs associated with the supplemental services are usually the sole responsibility of the end user, however there may be situations where some or all of these items may be covered by the Agency authorizing the move.
 - E. All individual movers employed by the Selected Offeror(s) should be able to speak and understand English, they must be trained, certified moving professionals who have worked as permanent employees of the offeror. These professionals will be uniformed, clean, sober, drug free, helpful and friendly.
 - F. The Selected Offeror(s) will provide the employee or retiree all services as outlined in the Selected Offeror(s)'s estimate and accepted by the employee, including but not limited to: packing, moving and unpacking of household goods, and discarding of all debris at destination.
 - G. The Selected Local Offeror(s) will detail an effective and comprehensive quality program, including how all members are trained, where the training is conducted and any certifications that are required.
 - H. The Selected Local Offeror(s) will detail a communication process to be utilized throughout the household goods move. This will include shipment tracking capabilities and technological tools used.
 - I. The Selected Local Offeror(s) will detail the types of reports to be provided to the Commonwealth, and the authorized contract user, including quality ratings, transportation costs, shipment activity and claims handling.
 - J. The Selected Local Offeror(s) will outline company provided insurance for employee's household goods while in company's possession and in-transit storage. This would include packing and unpacking of the household goods.
 - K. The Selected Local Offeror(s) will outline its claims handling procedure, including the communications that will take place throughout the process.

L. The Selected Local Offeror(s) must have a current Carrier Authority Permits, issued by the Commonwealth, including the Virginia Department of Motor Vehicles. For information, contact the Department of Motor Carrier Services Line at 1-866-878-2582 (toll free). The selected Offeror(s) shall maintain all valid Property Carrier Authority Permits, required by the Commonwealth of Virginia during the term of any Contract.

M Offeror will show how will the cost of transporting Automobile(s) will be determined.

4. **Basis of Selection:** The Commonwealth will evaluate proposals and, if an Offeror(s) is to be selected, the selection of the Offeror(s) will be based on:

- The Offeror(s)'s plan to assist the Commonwealth to meet its goals for relocation services of household goods as discussed in Section 2 Background Discussion and Goals of the Commonwealth, and Section 3, Statement of Needs;
- The Offeror(s)'s relevant experience, qualifications and success in providing the goods and services outlined in this RFP;
- The Offeror(s)'s references from institutions of higher education, teaching hospitals, and clients which are comparable to the Commonwealth;
- The Offeror(s)'s financial proposal including but not limited to discounts, service charges and other charges;
- The quality of the proposal, specifically, responsiveness to requirements and adequacy of information provided; and
- Any other factors relevant to the Offeror(s)'s capacity and willingness to satisfy needs of the Commonwealth.
- Offeror(s) Small Business Subcontracting Plan (see Attachment B)

5. **Contents of the Proposal:** Proposals should include information outlined in this section.

A. Operations:

1. Describe how the Offeror(s) plans to provide relocation services to the Commonwealth, Which is the primary goal of this RFP. Include a description of how the Offeror(s) will work with the Commonwealth to provide this service.
2. Provide a plan of operation to achieve the objectives set forth in Section 3, "Statement of Needs", Include a listing of all steps of service, from initial request through invoicing.
3. Describe the Offeror(s)'s plan for customer service, including, but not limited to:
 - a. Capability of analyzing relocation request and making recommendations
 - b. Effective procedures for complaint resolution
 - c. Flexible procedures for the placement of orders
 - d. Emergency service to include weekends and holiday

B. Offeror(s) Information, Personnel, References

B.1.1. Describe the National Offeror and the designated local agent, its size, number of employees, and annual sales. This should include:

B.1.2 INTRA/INTERSTATE AGENTS

a Provide a brief history of the National Offeror, emphasizing its services to Higher Education and/or to major corporate accounts.

- b An organizational chart indicating which individuals or positions will have knowledge of an Agreement with the Commonwealth, and the degree to which each person will be responsible to the Commonwealth's account
- c Number and location of agents or representatives including an up-to-date agency directory if available
- d A copy of the Offeror's Interstate Commerce Commission (ICC) certificate describing the National Offeror(s)'s scope of authority
- e A list of road equipment owned and operated by the local agent(s) and a separate list operated by the National Offeror(s)
- f A copy of the National Offeror(s)'s current tariff and supplements
- g Provide information on the company provided insurance for the employee's or retiree's household goods while in possession by common carrier, packing, in-transit storage or unpacking
- h A description of the National Offeror(s)'s road equipment dispatch system
- i. A description or examples of the National Offeror(s)'s and local agent(s)'s driver training. Include copies of any services awards, if applicable
- j A description or examples of the National Offeror(s)'s and local agent(s)'s packer training and safety program. Include copies of any service awards, if applicable
- k Samples of any literature or programs to be provided to Commonwealth employees and their families to prepare them for moving
- l A description of the procedure for verification of completion and the extent of all packing and unpacking services authorized
- m A description and example of the National Offeror(s)'s claim follow-up and settlement procedure. Include copies of all applicable forms.
- n A list of local agents which have warehouse facilities
- o A description of any other services offered by the National Offeror(s), such as automobile handling, pet handling, movement of plants, expert packing, etc.
- p A description of the National Offeror(s)'s commitment to the Commonwealth in terms of resources, personnel, investment, etc., and
- q A copy of the National Offeror(s)'s most recent financial statements

B.2 INTERSTATE AGENTS

- a. The number of employees, annual sales, quantity of road equipment, and location of the local agency designated for the Commonwealth's account
- b. The name and a brief history of the Offeror(s)'s local agent
- c. An organizational chart of the Offeror(s)'s local agency indicating which individuals or positions would have knowledge of an Agreement with the Commonwealth, and the degree to which each person would be responsible to the Commonwealth's account. Resumes of employees of the

local agency who will be directly responsible for the Commonwealth's Account

- d. The name, location, and the telephone number of one local customer service representative responsible for the Commonwealth's account
- e. A detailed description of the local agent's present pack and load percentage with three references that can verify this
- f. A description of the warehouse facilities of the designated local agent(s)
- g. A description of the local agent(s) commitment to the Commonwealth in terms of resources, personnel, investment, etc.
- h. A copy of the local agent(s)'s most recent financial statements

6. **Describe the National Offeror(s)'s general experience in providing services of the nature the Commonwealth seeks.**

7. **Describe the local agent(s)'s general experience in providing services of the nature the Commonwealth seeks.**

8. **Provide a list of all of the Offeror(s)'s clients comparable to the Commonwealth indicating the length of service of each account. Please provide contact names, phone numbers and year 2006 shipment totals tendered to the local agent(s) by these references.**

9. **Provide a list of all clients lost within the last three years which includes:**

- a. A contact name and telephone number
- b. Length of service at the account
- c. Reason for the loss

C. **Financial Proposal**

Describe the Offeror(s)'s financial proposal including, but not limited to, fees for:

- 1. Packing/Loading services
- 2. Unpacking/Unloading services
- 3. Appliance servicing (disconnect, preparation for transport, and reconnect)
- 4. Extra pickup and deliveries
- 5. Short term storage or in-transit storage in the event new housing is not immediately available
- 6. Transportation services
- 7. Tariff Rates
- 8. Insurance provided by the Offeror(s) for employee's household goods
- 9. Any other relevant fees